

Current Allowable Service Level 1 and Level 1a Per Current NYS Pause Executive Order until phased reopening of Capital Region set to begin. Still waiting to hear which priority industry phase libraries fall under.

Last Updated: 5/15/2020

Principles of personal safety, risk mitigation, transparency, and capacity guide the ongoing collaborative development and application of these guidelines. Libraries may need to move forward or backward between these levels in compliance with official guidelines. Staff who work directly with the community are considered "Medium exposure risk jobs" and Staff who have minimal occupational contact with public and other coworkers are considered "Lower risk (caution)."

Bounceback	Service Level	Summary of Services and Activities	Dependencies
Building Closed to Staff and Public	Level 1 Communications to Community	<p>Library building is closed and staff reduced to essential personnel only</p> <p>Provide training for essential job functions, staff health and safety</p> <p>Services should be transitioned to remote delivery</p> <p>Encourage working from home for staff where appropriate</p> <p>Update policies and procedures</p> <p>Purchase needed safety equipment supplies</p> <p>Continuation and amplification of digital services remotely</p> <p>Preparation of spaces, redevelopment of spaces for following level (remotely)</p>	<p>Allowances/Restrictions</p> <p>Goes into effect during local outbreak of COVID</p> <p>No gathering of people</p> <p>Expect interrupted supply/delivery</p> <p>In-person activities should be delayed until Level 3</p>
	Level 1A Initial Staff Training and Reacclimating	<p>Some staff begin to return to library on a scheduled basis</p> <p>Deep clean and sanitize library facilities</p> <p>Preparation for reopening premises to staff</p> <p>Adjust workplace hours and shift design to reduce density in the workplace</p> <p>Develop material handling protocols and signage</p> <p>Provide remote training for essential job functions, staff health and safety</p>	<p>Allowances/Restrictions</p> <p>Goes into effect after local COVID cases/hospitalizations decline</p> <p>No gathering of people</p> <p>Continued interrupted supply/delivery</p> <p>Frequent and consistent cleaning protocols enacted</p> <p>Extremely limited staff</p>
Staff Begin Returning to Building (still closed to public)	Level 2 Building Cleaning and Reorganizing	<p>Staff will continue to be encouraged to work from home where possible</p> <p>Only staff critical to develop new workflows will report</p> <p>Workspaces reorganized for physical distancing</p> <p>Consider restricting access to only certain workplace areas for staff</p> <p>Enact physical distancing protocols (distance work spaces, stagger breaks, don't share food or utensils)</p> <p>Modify entrances/exits for staff and delivery service(s) with hygiene stations set up</p> <p>Continue to prepare for limited public services (curbside)</p>	<p>Allowances/Restrictions:</p> <p>Goes into effect when proper equipment and consistent cleaning protocols are possible</p> <p>Actively encourage sick employees to stay home</p> <p>Consider regular health checks (temperature and/or respiratory screening) for staff (ideally upon arrival to work)</p> <p>PPE required for staff</p> <p>Frequent and consistent cleaning protocols enacted</p>
	Level 2a Staff Return to Building	<p>Preparation for serving public</p> <p>Staff return on a limited basis</p> <p>Staffing the building will be done on a staggered schedule and/or in separate areas of the building to encourage physical distancing</p> <p>Train all staff on proper cleaning and disinfecting procedures.</p> <p>Implement physical distancing strategies</p> <p>Train/reinforce procedures at the beginning of every shift</p> <p>Staff will continue to be encouraged to work from home where possible</p> <p>Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.</p>	<p>Allowances/Restrictions</p> <p>Goes into effect when workspaces are reorganized for physical distancing</p> <p>Safe staffing measures allowing for contact tracing</p> <p>Health screening checks for staff continue</p> <p>Frequent and consistent cleaning protocols continue</p> <p>PPE required for staff</p> <p>No returns yet because the facility needs to be set up with quarantine zones and the large volumes processed make the quarantine zones complex</p> <p>Actively encourage sick employees to stay home</p>
	Level 2b Continue to Prepare for Public Service with only Staff in the Building	<p>UHLS delivery service begins for all libraries; modified as necessary</p> <p>Staff receive and process delivery materials, existing holds</p> <p>Intensify cleaning and disinfection efforts</p>	<p>Allowances/Restrictions</p> <p>All Level 2a allowances/restrictions apply</p>
	Level 3: Reintroducing Library Circulation	<p>STEP 1: Open book drops in a controlled way/on a schedule to follow quarantine protocol (72 hours unless new protocols are announced)</p> <p>Extend grace periods, consider waiving fines/damage fees</p> <p>STEP 2: Alternative Material Delivery with PPE and physical distancing</p> <p>Curbside/Walk up/Drive-Thru Service (see sample procedure)</p>	<p>Allowances/Restrictions</p> <p>Goes into effect once facility is rearranged with quarantine zones for returns, staff are fully trained, and public have been notified of new procedures</p> <p>Separation of lending and return spaces</p> <p>Safe staffing measures allowing for contract tracing continue</p>

	Library Circulation Services- No patrons in the building	<p>Homebound/Books by Mail</p> <p>Fulfill holds (may be temporarily limited to home library patrons); override financial</p> <p>Access to the library's computer equipment is in high demand and is a major issue for digital library inclusion. However, the provision of computer equipment must be made under certain conditions as this type of equipment is particularly conducive to the spread of the virus. A special cleaning protocol must be put in place first. No public computer use until Level 5.</p>	<p>Reduced/altered hours of operation- dependent on staffing and availability of cleaning supplies</p> <p>Health screening checks for staff continue</p> <p>Frequent and consistent cleaning protocols continue</p> <p>PPE required for staff</p>
Limited Public in Building	Level 4: Limited Opening to the Public	<p>STEP 1: Transactions by appointment</p> <p>Staff-performed pick-ups (closed stacks)</p> <p>Continue with virtual programming</p> <p>No public meetings</p> <p>Copy/scan/fax - staff-facilitated with cleaning protocol between each use</p> <p>Printing - staff-performed (patron emails item to be printed)</p> <p>No public computer use</p> <p>Consider waiving fees until later level</p> <p>STEP 2: Open to the public for limited walk-in transactions</p> <p>Number of people (patrons & staff) allowed in building at once based on facility size and social distancing formulas</p> <p>No OPACs - patrons must browse or are assisted by staff</p> <p>Consider installing a self-checkout station</p> <p>Consider specific hours for seniors/at risk patrons</p> <p>Consider no public bathroom</p> <p>No computer use by public</p>	<p>Allowances/Restrictions</p> <p>Ensure you have a means of counting people entering and leaving library</p> <p>Stagger arrival times for patrons</p> <p>Establish and implement a traffic plan to limit situations where people need to pass each other, and respect physical distances</p> <p>Ask users to wash or disinfect their hands systematically when they enter the premises</p> <p>Suspend use of water fountains</p> <p>Rigid (plexiglass) barriers installed at service desks</p> <p>Stagger arrival times for patrons</p> <p>Ensure disinfectant cleaning of items returned or put down by readers</p> <p>Suspend use of water fountains</p> <p>Group gathering is prohibited based on current guidelines</p> <p>If possible, leave doors/windows open while ensuring that patron flows are regulated</p>
Open to Public	Level 5: Open to the Public for Limited Seating	<p>STEP 1: Open to public with physical distancing protocols (current health recommendations: 6 ft per person)</p> <p>Public computer services added</p> <p>No Play Spaces/Gathering Spaces</p> <p>Consider closing children's rooms/designing services specifically for families</p> <p>STEP 2: Return to normal hours of operation as staffing and budgets allow</p> <p>Modified booksales added (bag sales)</p> <p>STEP 3: Limited in-person programming may be reintroduced at some libraries with adequate physical distancing; consider offering video/audio of events. Consider offering programming with pre-registration and "cohorts" so that mixing of households is limited</p> <p>Plan programming in shorter intervals (monthly); no drop-in programs, limited registration; cleaning protocols in between programs</p>	<p>Allowances/Restrictions</p> <p>This level goes into effect when the governor allows gatherings of greater than 10 people, and national, state, and health officials no longer recommend public stay at home.</p> <p>Limited time in building for library users</p> <p>Follow official guidelines for how many can gather (based on square footage)</p> <p>Allowances/Restrictions</p> <p>As government restrictions allow, gradually phase back in use and hours</p> <p>Allowances/Restrictions</p> <p>This level goes into effect when the governor lifts the mandatory stay at home order, gatherings of greater than 25 people are allowed, health officials no longer recommend public stay at home</p> <p>Do not offer programs where physical distancing is challenging</p>
	Level 6: Service Expands in Response to Changing Physical Distancing Guidelines	<p>Limited in-person programming is gradually reintroduced (with as much system-wide coordination as possible, to avoid overuse of individual libraries and programs. Follow steps listed for Level 5, Step 3)</p> <p>Community Room Use Begins with Guidance/Restrictions</p> <p>In-Person Library Board Meetings/Consider offering video/audio of events (as long as board can gather in compliance with official guidelines)</p> <p>Masks no longer required for staff (as long as legal requirement is lifted)</p> <p>Staff break times no longer scheduled; staff asked to maintain distance in break spaces based on official guidelines</p> <p>Workspaces, public computing areas, and other public spaces may be reorganized in response to the relaxation of physical distancing guidelines</p> <p>Water fountains available</p> <p>Public restrooms available</p>	<p>Allowances/Restrictions</p> <p>This level goes into effect when the governor lifts the mandatory stay at home order, gatherings of greater than 50 people are allowed, health officials no longer recommend public stay at home</p> <p>Do not offer programs where physical distancing is challenging</p> <p>Continue to implement personal protective measures (e.g., stay home when sick, handwashing, respiratory etiquette, clean frequently touches surfaces daily, ensure hygiene supplies are readily available). Know the signs and symptoms of COVID-19 and know what to do if staff, volunteers, or public becomes symptomatic</p>
	No Restrictions	In a post-pandemic situation, all library services and public programming can be delivered	Allowances/Restrictions

This level goes into effect when all restrictions on gatherings have been removed. Evidence of isolated cases or limited community transmission, case investigations underway, no evidence of exposure in large communal settings